



**U.S. ARMY MEDICAL DEPARTMENT  
CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS**

***CUSTOMER RELATIONS TRAIN-THE-TRAINER  
COURSE EVALUATION  
March 25, 2004***

1. How would you rate this course overall?

**21**

Excellent

☐

Very Good

☐

Good

☐

Fair

2. Did you find the materials relevant and useful?

**20**

Yes

**1**

To some degree

☐

Not at all

3. Were the goals and objectives clear?

**21**

Yes

☐

No

☐

Some were, some were not

4. What were the positive or negative lessons from the course?

SEE ATTACHED

5. Do you have any suggestions for improvement?

SEE ATTACHED

6. Would you recommend this course to others?

**21**

Yes

☐

No

☐

Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

**21**

Yes

☐

No

☐

Sometimes

8. How did you hear about this course?

SEE ATTACHED

**9. Further comments? (Please continue on reverse).**

**Responses:**

**4. What were the positive or negative lessons from the course?**

Positive: I believe I learned a lot about communication and that I come first.

Confidence and competence. This will also aid me in quitting smoking.

The positives are numerous. 1) Opportunity to hear that positive selfishness is good, 2) Confidence and competence.

It's up to US to make where we work a better place. We can choose to make or not to make this hospital a better place.

I truly did not see any negative lessons. The whole course was a positive lesson. The 4-hour class before the train-the-trainer was a good set-up. I like the idea a lot.

Positive: Very informative. Allows one to think about themselves.

Negative: Don't feel that there was enough class interaction in the beginning.

Mike kept the class captivated with his stories and experiences. Sherla shared great stories with the patients and made you analyze situations.

Positive: As a team we can accomplish anything.

Negative: If we give up the ship, we'll sink.

Excellent class with a new and different approach to what we do. The everyday life stories brought your message to heart.

Very upbeat. Lots of stories I could relate to. Presenters believe in the program.

Everything. I thought it was outstanding!!!

I learned to be selfish and that I like helping people because of me. It makes me feel good. Thank you so much! You are both awesome!!

Positive: Realizing that everything is a choice. To change the culture and the way we think. Understand positive selfishness.

To see the light of day. Best customer service.

Everything was positive.

The pink bunny. ✍

When dealing with others we must always remember that we have no idea what they are going through. Always be polite and helpful.

Positive lessons learned were to be selfish. I have a real problem with that but now I think I can work on it.

Found a lot of positive lessons from the course. Only drawback is if the command group doesn't follow through and back up what was taught, the program will go nowhere. Every student will be hyped up to try to change the atmosphere, however, again, if it isn't implemented and reminders put out periodically it will fail.

## **5. Do you have any suggestions for improvement?**

The class was too short. I would have liked to have had the three-day class. If for nothing but the depth of information.

Get everyone involved at all levels

None X4

More time (if applicable). I would have loved to come to the four-day course.

Maybe for the monies that was once used for the refresher course, pick maybe one or two people out of the year who gets a gold pin and bring them to one of the Train-the-Trainer classes.

Both did an excellent job!

No, one from the Command was in the class. They should be.

Allow people to go with you to other facilities. This will give fresh ideas and foster relations between facilities.

No. The finders and resources are excellent and very helpful.

Keep up the good work. Thank you.

Just keep the updates coming.

I think this program is awesome and I know some people that should attend.

## **8. How did you hear about this course?**

My NCOIC X2

My command and I requested to attend.

Terri Hill and Stella Hines

I actually have not finished in-processing my unit and I was told I will go to this. In the end, is that I truly enjoyed it.

My chief signed me up. I'm glad she did.

Email X2

MAJ Bergeron.

Word of mouth

Stella Hines

From my boss

My name was turned in by the section chief because of comment she heard from others about me being a people person.

Supervisor

I watched the "FISH" video in Germany which got me interested.

My OIC

## **9. Further Comments**

Mike and Sherla did an excellent job! Keep up the good work. Now take these positive comments and RUB THEM IN!!!

Thank you. You helped me to open my eyes!!

Mike is the most enthusiastic speaker I've ever listened to. Thanks for your time. Sherla is beyond compare!

Presenters gave great suggestions for training.

Great Job!!!!

This was a very well timed course. In the midst of one of the most morally and ethically challenged societies, we all need this course. It was terrific!

I believe in this program. In order to bring people together, so that they can realize there is still a lot of good that can come from being nice to each other.

